



December 2001

A Word from the OIT Director & CIO-OD

In our first issue of the OIT Customer Service Newsletter, I would like to welcome Sytel, who joined OIT in our efforts to support our customers on October 1, 2001. By this time, you may have seen a few new faces on and off the campus supporting our network and your desktops. Here is a useful link to help you associate names with new faces [OIT Staff](#)

Please join me in welcoming Sytel in their new partnership with OIT to provide IT support and services to our customers.

*The OIT Team would like to take this opportunity to wish you and yours a
Safe and Happy Holiday Season!*

The Customer Relationship Management Team (CRM)

The CRM Team invites OD users to offer suggestions as IT continues to change and grow. Input from our customers will help OIT provide the IT tools that OD organizations need to accomplish their missions. If there are any issues that you would like to discuss with OIT regarding your current IT support requirements or any new, emerging IT needs, please feel free to call TASC on 4-3278 or email (TASC@cit.nih.gov) to request an appointment with a CRM Team Member.

The Customer Relationship Management Team sent out its first Customer Satisfaction Survey to all OIT customers in early November. This survey will help us know how we are doing when it comes to supporting our customers. Our goal is to have complete customer satisfaction within the OD. If you have not replied to the survey, please take a moment to do so. We want to hear from you.

CRM Team Members include: Sue O'Boyle (CRM Lead), Henry Davis, Elizabeth Hickman, Tracy Osband, Traci Sergeant and Christina Simmons

Desktop Support Team

Microsoft released Windows XP on October 25th, 2001. OIT is currently testing XP's compatibility with existing OD applications and hardware. We are also evaluating the advanced support options and migration tools that Windows XP has to offer.

Here are some of the advantages Microsoft claims Windows XP has over Windows 2000:

- Noticeably faster startup and resume times.
- Highly responsive and compatible applications. (e.g., applications run better in XP)
- Integrated CD-burning features that make it easier to work with CD-R/CD-RW drive in very simple steps.

- The Desktop Cleanup wizard that stores unused desktop icons in a special folder and keeps them out of the way.

For users with LCD flat screen displays, the new Clear-type feature of Windows XP will be a welcome addition. Clear-type offers a clearer display of text on Liquid Crystal Displays. Say goodbye to fuzzy looking text at low resolutions.

Testing performed on the new operating system shows that many applications perform faster on Windows 2000 than they perform on XP. OIT is currently investigating this and will factor performance into its recommendations. Despite what XP has to offer, OIT does not yet support this new operating system. At this time, OIT will not install **Windows XP on any OD computers**. OD offices need to procure new systems with Windows 2000 Professional. When testing is complete, the OD IT Management Committee (OD-ITMC) will decide whether or not to add Windows XP to the list of supported OD operating systems.

Web & Development Team

The Web & Development Team has been especially busy this year. We have had many challenging and rewarding experiences and have implemented many new processes to accomplish the mission of the OD-EO-OIT, as well as our clients' missions. With the advent of the OIT-CRM Team, we have been able to formalize our project design process and expand on our application and development services (e.g., we have created MOUs (Memoranda of Understanding) to better manage our clients' expectations and adhere to very specific Government rules for the Web development process). The Web & Development Team partners with client organizations to help them accomplish their missions.

[Meet the Web & Development Team and see what our staff has to offer.](#)

Network Operations Team

We decided to use the first article of the OIT newsletter to explain the functions of the Net Ops team and introduce ourselves to you. The Net Ops team exists to maintain the local and wide area networks for the OD. In addition, the staff strives to provide seamless access to disparate systems, while maintaining security, data integrity, and 100% availability. The team is made up of eight multi-talented individuals who work every hard to accomplish the mission.

Who We Are

- **Matthew Bando** (SQL DBA) – A die hard Redskin fan with a black belt in watching Karate movies.
- **Minh Chau** (Team Lead) – A die hard Dallas Cowboy fan who loves reading the book “Who moved my cheese”. (Need I say anything else)
- **Elizabeth Hickman** (Accounts Administrator) – Liz enjoys spending time with her grandchildren when she is not busy at work.
- **Anh-Huy Le** (Backup Administrator) Anh-Huy is currently working on a new backup system for OD. Congratulations to Anh-Huy on the new addition to his family, a healthy and handsome [Baby Boy](#).
- **Michael Holliday** (Infrastructure) No relation to Doc Holliday of the old Wild West, but is known to have met him a while back.
- **Robert** (Don't call me *Bobby*) **Nielsen** (Infrastructure Lead) – Bob can be heard walking the halls (sometimes in more than one building at a time) making loud noises with his keys.
- **Chris Stenger** (Mail Administrator) - Chris is the conspiracy theorist on the team, so please email him if you have a good theory to tell.

- **Stephen Swift** (Server Administrator) – Another die hard Redskin fan, but failed to get a white belt in karate.

Helpful Tips N Tricks

Adding a Signature Block to Outlook

From the Outlook window, on the **Tools** menu, click **Options**, and then click the **Mail Format** tab. In the “Compose in this message format list”, click the message format that you want to use the signature with.

Under Signature, click **Signature**, and then click **New**.

In the “Enter a name for your new signature box,” enter a name.

Under “Choose how to create your signature,” select **Next**.

In the Signature text box, type the text to include in your signature in the following format:

John Doe
Official Title
Department
(301) 594-3278

Select **Finish**, then **Ok** twice.

You can insert the signature block in all new messages (default), messages you reply to, or in specific messages.

Committee News

OD now has three Information Technology (IT) Committees to enhance communication and management of OD’s IT activities:

OD IT Management Committee (OD-ITMC), comprised of appointed organizational program and administrative managers, meets monthly to discuss important IT management and policy issues.

[ITMC meeting Minutes](#)

OD IT Forum (OD-ITF), comprised of appointed representatives from each OD organization, meets bimonthly to discuss IT issues affecting users, e.g., training needs. [ITF meeting Minutes](#)

OD IT Investment Review Board (OD-ITIRB), comprised of OD managers, meets ad hoc or quarterly to discuss OD’s IT capital planning process. [ITIRB meeting Minutes](#)

Check this space for committee updates in our next edition.

Customer Support Points of Contact

Levels Of Escalation:

TASC	(301)549-3272	CRM Team Lead	Sue O'Boyle
		Desktop Team Lead	Marcelo Coelho
CIO OD & Director	David Wiszneaukas	Web & Dev Team Lead	John Deerner
Chief Technology Officer	William Kibby	Network Team Lead	Minh Chau